CITY OF GREENSBORO NORTH CAROLINA

PO BOX 1170 GREENSBORO NC 27402-1170

IMPORTANT CONTACT INFORMATION:ALL BILLING INQUIRIES336-373-2BANK DRAFT INFORMATION336-373-2 336-373-2489 336-373-2489 E-BILL INFORMATION 336-373-2489 24-HOUR EMERGENCY WATER/SEWER SERVICE

ACCT NO	123 - 4567 . 303	SERVICE ADDRESS	123 S MAIN ST
BILLING DATE	9/20/2010	STORMWATER PARCEL ID	0000987-00006- 005
CYCLE	11	NAME ON ACCOUNT	JOHN Q CUSTOMER
DUE DATE	10/01/2010	TOTAL DUE	\$147.00

CITY SERVICES STATEMENT

METER NUMBER (S)	METER SIZE	PR	EVIOUS READ	PRESE	ENT READ	CONSUMPTION
1. 06062870	5/8"	8/11/10	33 A	9/09/10	35A	2
Account Activity						147.00
Previous Balance	9/26/10					147.00CI
Payment Received -	8/26/10					147.00CF
Balance Forward						\$0.00
Current Charges						(4.00
Water Billing & Ava						64.00
Water Consumption (Charges — Ser	vice 1	2 units @ \$2	.45		4.90
Sewer Billing & Avai	ilability Charge	e — Service 1				64.00
Sewer Consumption (, .		2 units @ \$3	3 00		6.00
Stormwater Charges	2		_	3.00 Units		8.10
Total Current Charges						\$147.00

IF THERE IS NY PREVIOUS BALANCE/BALANCE FORWARD ON THIS BILL, THEN IT IS PAST DUE AND SHOULD BE PAID IMMEDIATELY. PROMPT PAYMENT MAY BE NEEDED TO PREVENT POSSIBLE SERVICE INTERRUPTIONS. YOU MAY PAY ON THE INTERNET AT www.greensboro-nc.gov/onlinepayments. New water and sewer rate increases were approved and began July 1st, 2010.

Tear here and return THIS PORTION with payment in the return envelope provided or present in person at our office. Please do not staple or paper clip payment to this statement

123 - 4567. 303 ACCOUNT **CYCLE** 11 10/01/2010 PAY BY

\$147.00

CITY SERVICES STATEMENT

JOHN O CUSTOMER GREENSBORO NC 27401-0000

CITY OF GREENSBORO PO BOX 1170 GREENSBORO NC 27402-1170

TOTAL DUE

INFORMATION ABOUT YOUR CITY SERVICES STATEMENT WWW.GREENSBORO-NC.GOV/WATER

Billing and Availability

This specific charge helps cover the cost of billing and guarantee the availability of water and sewer through the purchase of water from neighboring cities. This charge also helps fund capital improvements and preventative maintenance projects to our water and sewer system that guarantees the "Availability" of services.

Beginning on July 1, 1994, all property in the City of Greensboro is assessed a stormwater charge based on the hard or "impervious" surfaces (rooftops, driveways, etc.) found on that property. This charge supports the City's Stormwater program that provides for the maintenance of the City's drainage system, and programs to improve the water quality of surface streams and minimize flood hazards. Stormwater charges are:

Single Family Residents:

Tier	Impervious Area (square feet)	Single-Family Residential Rate		
A	600-1,999	\$1.50 per month		
В	2,000-2,899	\$2.70 per month		
С	2,900+	\$3.90 per month		

Other Property Units: \$2.70/month per ERU (or portion thereof)

The "ERU", or Equivalent Residential Unit, is the average Single Family impervious surface area in the City (2,543 square feet). You may find more information about the Stormwater utility on the web at www.greensboro-nc.gov/stormwater.

Household Hazardous Waste

Residential Customers within City of Greensboro limits are charged a quarterly Household Hazardous Waste charge. This charge is based on meter size, and helps support the City's Household Hazardous Waste Collection Program. The minimum base charge is \$0.40/monthly

Solid Waste Collection

Solid Waste Collection charges are for serving commercial dumpsters and are billed in advance.

Water and Sewer

Water use is billed on volume measurement through a water meter with one unit equal to 748 gallons. Commercial/Industrial water is billed on a flat rate per unit. Residential water is billed on an increasing block rate based on consumption. The tier charge by number of water units consumed is provided on the front of the bill for customer convenience. Water rates may vary depending on amount used. The meter number, meter size and previous and present read are also on the front of the bill. The letter A beside the read is for actual read and the letter E is for estimated read. Sewer is billed in units based on water usage. Some commercial and industrial accounts are assessed a sewer surcharge.

Billing Periods

Water and sewer charges are billed on either a monthly basis. The time period covered by your Water/Sewer charge is noted on the front side of the statement under "PREVIOUS READ/PRESENT READ." All Water/Sewer charges are billed based on current consumption. All other services are billed in advance by the time period that you receive your bill. Bills may be prorated based on the time of rate changes or the number of days the meter is read.

Past Due Accounts and other items

Failure to pay by the due date on this notice can eventually lead to a delinquent fees and penalties being added to the account and water service being cut off and terminated. If water service is cut off, the past due amount plus penalties must be paid to have water services restored. Payments are applied in the following order: Delinquent fees, Storm Water, Household Hazardous Waste Charge, Solid Waste Charge, Sewer charge, and Water Charge. Bills returned with insufficient postage will not be accepted. There is a \$25.00 processing fee for all returned checks.

Americans with Disabilities Act

The Americans with Disabilities Act protects qualified individuals with disabilities from discrimination on the basis of disabilities and provides for equal opportunity in the services, programs, activities and employment of the city. The City shares these goals and the TDD number is 333-6930.

Payment Methods

You may pay by credit online with Visa, Mastercard, AmEx, or Discover at www.greensboro-nc.gov/payonline. For E-bill information and establishing on-line bill receiving through Premium Access, please go to www.greensboro-nc.gov/

Payment drop boxes are located at: 2602 S. Elm-Eugene St., Water Resources or 236-C E. Washington St., J. Douglas Galyon Depot.

Enclose payment with this portion of the Statement in the return envelope and mail to: City of Greensboro, P.O. Box 1170,

Greensboro, NC 27402-1170

Pay in person at: Melvin Municipal Office Building, 300 W. Washington Street, Plaza Level, Collections Division or Water

Resources Division, 2602 South Elm Eugene Street. (Credit cards accepted)

Directly from your bank or financial institution through Bank Draft. Automatic and on time, bank drafting reduces check writing or missed payments. Call 336 373-2489 for more information